

Who? Why?
When?
What? How?

Prisoners' families

helpline

Call us free on

0808 808 2003

The National Helpline offering information and support to anyone with a relative or friend in prison

www.prisonersfamilieshelpline.org.uk

Supported by



Member of the
**Telephone
Helplines
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Quality & confidence for callers to helplines



Who can we help?

The Prisoners' Families Helpline is a free and confidential* service for anyone who is affected by the imprisonment of a close family member or friend. We take over 12,000 calls a year and provide an e-mail and website service for those who would prefer not to use the phone.

Why are we here?

When someone is sent to prison, you may feel as if you too, are serving a sentence. Perhaps you feel confused or lonely and would like someone to talk to. You might find you have questions about the prison system or about visiting and keeping in touch with someone in prison.


What can we do?

information

We can provide you with up to date information and support about the many issues you may face when your friend or family member is in prison. We can also link you with different services and local support groups in your area.

If English is not your first language

We use Language Line, which is a translation service which can be accessed when you call us. Our helpline advisors can also tell you how to get hold of publications that are produced in languages other than English.



*Please contact us if you would like a copy of our confidentiality procedure. Our complaints procedure is also available on request.



Printed resources

We have a range of free printed information sheets that can be sent to you for free. Examples include:

- Who can help?
- Keeping in touch
- Home Detention Curfew (tagging)
- Sentence Calculation
- Help with travel costs to prison
- Talking to children about imprisonment

website

The above sheets can also be downloaded from our website **www.prisonersfamilieshelpline.org.uk**

You can also view our Frequently Asked Questions page and follow our link to other organisations that may be able to help you.

support

As well as providing information, we offer non-judgemental support and a listening ear. Please call us if you would like to talk things through.

e-mail

If you would prefer to email us, you can do this either through our website or just e-mail

info@prisonersfamilieshelpline.org.uk

How can you contact us?

Prisoners' Families Helpline is a Freephone Service that covers England and Wales.

You can telephone on: 0808 808 2003

You can also find information on our Website at:

www.prisonersfamilieshelpline.org.uk

For professional and press enquiries call Action for Prisoners' Families on 020 8812 3600

Who are we?

Action for Prisoners' Families



The Helpline is co-ordinated by Action for Prisoners' Families, the national organisation which promotes the just treatment of prisoners' families by the prison system and society across the UK. APF encourages the development of, and acts as a voice for, organisations providing support to affected families.

Ormiston Children and Families Trust



Ormiston Children and Families Trust works to promote the well being of children and young people, especially those disadvantaged by their life experiences or circumstances. It does this by direct service provision and by raising awareness of related issues through research, publications, conferences and events.

It is one of the largest voluntary providers of support services to children and families in the Eastern Region with twenty five diverse community and prison based projects across five counties.

Partners of Prisoners and Families Support Group (POPS)



POPS aims to provide a variety of support services to anyone who has a connection with someone in prison, as well as prisoners and other agencies.

POPS also provides assistance to help families to cope with the stress of arrest, imprisonment and release.

POPS' projects include managing family caseworkers in the community and Family Link Workers in prisons. It runs prison visitors' centres which provide a welcoming place for families to wait before a prison visit and it provides specific services for black offenders.

If you are interested in volunteering as a prisoners' families helpline member of staff, please call 0808 808 2003

The National Prisoners' Families Helpline exists to provide the families and friends of prisoners with free and confidential information and support which is non-judgemental and appropriate to their needs.